



## Administrative Policies and Procedures: 7.15

<b>Subject:</b>	<b>Computer Network and Cabling Services</b>
<b>Authority:</b>	TCA 37-5-105; 37-5-106
<b>Standards:</b>	None
<b>Application:</b>	To All Department of Children's Services Employees

### Policy Statement:

The Department of Children's Services (DCS) will adhere to the rules and regulations promulgated by the Department of Finance and Administration (F & A), Office of Information Resources (OIR), for the procurement of computer network equipment and services.

### Purpose:

To provide guidelines for procurement of computer network equipment and services.

### Procedures:

#### A. Responsibility

The DCS Office of Information Technology (OIT) will serve as the Computer Network and Cabling Liaison between the Department of Children's Services and the Department of Finance and Administration's Office of Information Resources (OIR) for the procurement and installation of computer network equipment and services that include, but may not be limited to the following:

- ◆ Changes to Existing Computer Network Services
- ◆ Office Relocations – Computer Network Services
- ◆ New Office Sites – Computer Network Services
- ◆ Request Meetings with F&A, OIR
- ◆ Additional Computer Cabling Services
- ◆ Network Printer Cards
- ◆ Network Adapter Cards
- ◆ Computer Network Cable
- ◆ T-1 Communication Lines
- ◆ Network Communication Hubs
- ◆ Network Communication Routers

<b>B. Coordination of computer network and cabling services</b>	<ol style="list-style-type: none"> <li><b>1. Central Office</b> The Department of Children's Services' Computer Network and Cabling Liaison will serve as the site contact and will coordinate all requests for Computer Network and Cabling Services between Central Office staff and the Department of Finance and Administration Office of Information Resources.</li> <li><b>2. Regional Offices</b> The Regional Administrator or his/her designee will appoint an employee located at the regional office to serve as the site contact and to coordinate requests for computer network and cabling services between the region and central office.</li> <li><b>3. Field Offices</b> The Regional Administrator or his/her designee will appoint an employee located at the Field Office to serve as the site contact and to coordinate requests for computer network and cabling services between the field office and the regional office.</li> <li><b>4. Youth Development Centers (YDCs)</b> The Superintendent or his/her designee will appoint an employee to serve as the site contact and to coordinate requests for computer network and cabling services between the YDC and the central office.</li> <li><b>5. DCS Group Homes</b> The Group Home Director will serve as the site contact and will coordinate requests for computer network services between the group home and central office.</li> </ol>
<b>C. Requesting services/approval</b>	<p>DCS employees may request computer network and cabling services by contacting the <u>DCS Help Desk</u> that will execute a Remedy Case created that provides the details of the computer network or cabling need. The DCS Help Desk will forward the completed request to the OIS-Computer Network liaison for processing with the applicable approval authority as indicated below:</p> <ol style="list-style-type: none"> <li><b>1. Central Office</b> – Executive Directors and/or Central Office Directors</li> <li><b>2. Regional Office</b> – Regional Administrators</li> <li><b>3. Field Offices</b> – Supervisors (Team Leader, Team Coordinator), Regional Administrators</li> <li><b>4. Youth Development Centers</b> - Superintendents</li> <li><b>5. DCS Group Homes</b> –Group Home Director</li> </ol>
<b>D. Additional requirements</b>	<ol style="list-style-type: none"> <li><b>1. Office relocation and new sites</b> Requests for Computer Network and Cabling Services require that a site floor diagram accompany the request showing the location of computer network equipment and cable drops requested.</li> </ol>

	<b>2. Additional Cabling Services</b>  Requests for additional cabling services require justification for the request and must be approved by the appropriate authority or designee as defined above in <i>Section C</i> .
<b>E. DCS Office of Information Technology responsibilities</b>	The DCS OIT computer network liaison shall:  <ol style="list-style-type: none"><li>1. Upon the creation of an active Remedy Case, the approved request will be entered into the Multi-track System or other appropriate system as required by Finance and Administration Network Services.</li><li>2. Gather any additional information necessary for submitting a request to the Department of Finance and Administration, Office of Information Resources. (The timeframe for entering the request will be dependent upon the type research required for the type of computer network and cabling services requested.)</li><li>3. Assist in finding solutions to problems and/or improvements in computer network and cabling services.</li></ol>
<b>F. Telephone cable</b>	The DCS Division of Support Services shall coordinate with the Office of Information Systems for the installation of telephone cabling and the DCS Help Desk for requests that require both data and telephone cabling at an identical site. The Division of Support Services may order telephone cable separately when data cabling is not required.

<b>Forms:</b>	<i>None</i>
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<b>Collateral documents:</b>	<i>None</i>
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